# AARON PEREZ

3470 Gail Court Stockton, California | (209) 470 -2061  | aaperez06@gmail.com

## USER SUPPORT SPECIALIST

---

## EDUCATION

**ITT Tech Lathrop, California**

Bachelors of Science in Information Systems and Cyber Security
Associates of Science in Network System Administration ★  GPA: 3.5

Grad Date: June 2016
March 2014

## WORK EXPERIENCE

<u>San Joaquin County Office of Education – Codestack</u>
2911 Transworld Drive
Stockton, CA 95206
August 08/2017 – Present
**User Support Specialist**

- Testing reported issues to verify if a work task is needed to fix a system issue and testing after fix is implemented to ensure it is working as expected before releasing the update.
- QA Inbox Quality Assurance, responding to escalated help desk emails with a solution.
- Working with system programmers on task to fix system issues.
- Emailing users after system updates to notify them that their reported issue has been fixed.
- Help desk/ service desk support, respond to emails and troubleshoot user reported issues.
- SEIS (Special Education Information System) and CALPADS Compliance Validation. Helping SEIS users fix CALPADS Errors for proper/ accurate reporting.
- Reply to Help Desk Staff, SELPA, District, and Teacher Level users to resolve SEIS Program issues or answer questions.
- Freshdesk and Zoho Ticketing System Experience.

<u>San Joaquin County – Information Systems Division</u>
44 N. San Joaquin Street, Suite 445
Stockton, CA 95202
February 02/2017 – May 05/2017
August 08/2015 – November 11/2015
**Information Systems Analyst**

- Help desk/ Service desk support for all San Joaquin County employees.
- Imaging computers, setting up workstations, and troubleshooting user reported hardware and software issues.
- Creating work orders/ tickets using BMC Track-it! Technician client from email, phone, or voicemail request and assigning proper technician in order to resolve customer issues.
- Reset passwords and/or un-suspending accounts to allow user access to software applications.
- Answer phone calls, responding to emails, and voicemails to resolve reported issues.
- Transferring phone calls to requested individuals and maintaining a phone call log.
- Microsoft Excel - Creating spreadsheets for List of Budgets & Due Dates.
- Data Entry - referencing several different lists/invoices/spreadsheets to mix and match information in order to create an accurate list.